

**NEW MEXICO RESOURCE QUALIFICATION SYSTEM (NMRQS)**

**EMERGENCY OPERATIONS CENTER (EOC) POSITION TASK BOOK**

Public Information & Warning

**CONTAINS THE FOLLOWING EOC SKILLSETS:**

\_\_\_ Coordination and Individual Contribution

\_\_\_ Public Affairs Coordination

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| --- |
| **POSITION TASK BOOK ASSIGNED TO:** |
| TRAINEE’S NAME: |
| DUTY STATION: |
| PHONE NUMBER: |
| E-MAIL: |

|  |
| --- |
| **POSITION TASK BOOK INITIATED BY:** |
| OFFICIAL’S NAME: |
| TITLE: |
| DUTY STATION: |
| PHONE NUMBER: |
| E-MAIL: |

|  |
| --- |
| **POSITION TASK BOOK WAS INITIATED:** |
| LOCATION: |
| DATE: |

# Evaluator Verification

*(Do not complete this form unless you are recommending the trainee for all-hazards certification.)*

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| --- |
| **FINAL EVALUATOR VERIFICATION** |
| I verify that has successfully completed all tasks as a trainee and should therefore be considered for certification in this position. I also verify that all tasks are documented with appropriate initials. |
| FINAL EVALUATOR’S SIGNATURE: |
| DATE: |
| FINAL EVALUATOR’S PRINTED NAME: |
| TITLE: |
| DUTY STATION: |
| PHONE NUMBER: |
| E-MAIL: |

# Documentation of Agency Certification

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| **DOCUMENTATION OF AGENCY CERTIFICATION** |
| I certify that has successfully met all the qualification criteria as defined by EOC leadership and will hereby receive certification of his/her qualification. |
| OFFICIAL’S SIGNATURE: |
| DATE: |
| OFFICIAL’S NAME: |
| TITLE: |
| DUTY STATION: |
| PHONE NUMBER: |
| E-MAIL: |

**Position Task Book Overview**

### A person who has been assigned to work in an EOC, who may be activated to work in an EOC in an Emergency Support Function, or who may be deployed through EMAC/IERSP to work in the EOC of another jurisdiction or as a NIMS Typed Resource will be assigned a Position Task Book (PTB) for any position they are expected to fulfill.

### Trainees are evaluated during this process by qualified evaluators, and the trainee’s performance is documented in the PTB for each task by the evaluator’s initials and date of completion.

### Successful performance of all tasks, as observed and recorded by an evaluator, will result in a recommendation to the NMRQS Qualification Review and Governance Committee (QRGC), that the trainee be certified in that position. Evaluation and confirmation of the trainee’s performance while completing all tasks will normally require more than one training assignment and several different evaluators. Incidents lasting several days may involve multiple evaluators. Tasks may be evaluated on incidents, simulation/tabletop exercise, planned events, in training and HSEEP compliant functional or full-scale exercises and in other work situations as long as there is a qualified evaluator.

### It is important performances be critically evaluated and accurately recorded by each evaluator. All tasks must be evaluated.

### Evaluation Process

## PTB Assignment

The State NIMS Coordinator or designee will assign PTBs. If the PTB is not completed within three (3) years from the date of the PTB initiation or the first task being evaluated (whichever is more recent), the PTB expires. A new PTB may be initiated.

### Coach/Evaluator

When a PTB is assigned, a coach will be assigned to the staff person. The State NIMS Coordinator or designee is responsible for assigning the coach. The coach must be someone who has already completed the PTB that is being assigned. The coach will provide training and mentorship and when applicable, evaluate the individual for successful completion of PTB tasks.

### Final Evaluator

Upon completion of all pre-requisites and the PTB (or PTBs) The trainee’s immediate supervisor for the duties they are currently assigned to will complete the Final Evaluator Checklist.

## Submission

Once the final evaluator has completed the Final Evaluator Verification, it is forwarded to the NMRQS QRGC along with any certificates or licenses required as a pre-requisite and the completed PTB. The QRGC upon review and approval will certify the person as qualified in the assigned task and issue credentials accordingly.

# Position Task Book Competencies, Behaviors, and Tasks

**The EOC PTB reflects the minimum criteria to qualify or recertify for a position. The AHJ has the authority to add content to the baseline EOC PTB tasks, as necessary**

### Definitions

**EOC Skillset:** An EOC Skillset describes an EOC function in terms of discrete responsibilities aligned with demonstrable tasks. Skillsets can either reflect a function in an EOC (such as Planning) or a level of responsibility (such as Leadership). Skillsets combine together to form EOC PTBs.

**Task Category:** Task Categories summarize groups of similar tasks in the skillset.

**Task:** A specific, demonstrable action necessary for successful performance in a position. Trainees must demonstrate completion of required tasks.

* + All tasks require evaluation; however, bulleted statements within a task are examples.

### EOC PTB Task Codes

Each task in the EOC PTB has at least one corresponding code conveying the circumstances in which the trainee can perform the task for evaluation. Evaluators may assess trainees during incidents, in classroom simulations and training sessions, in functional and full-scale exercises, and in other work situations. If a task has multiple codes, the evaluator may evaluate in ANY of those circumstances; the trainee does not need evaluation in all of the listed circumstances.

**Code C:** Task performed in training or classroom setting, including seminars and workshops.

**Code E**: Task performed during a full-scale exercise.

**Code F**: Task performed during a functional exercise.

**Code I**: Task performed during an incident or event. Examples include oil spill, search and rescue operation, hazardous materials (hazmat) response, fire, and emergency or non-emergency (planned or unplanned) events.

**Code J**: Task performed as part of day-to-day job duties.

**Code T**: Task performed during a tabletop exercise.

**Code R**: Task performed very rarely and required only if applicable to the event.

# How to Complete the Evaluation Record Form

Each Evaluation Record Form (see next page) covers one evaluation period. Evaluation periods may involve incidents, planned events, classroom simulations, or daily duties, depending on what the PTB requires for the specific task. If evaluators need additional evaluation periods, they can copy pages from a blank PTB and attach them to the PTB in question.

## Complete these items AT THE START of the evaluation period:

***Evaluation Record Number:*** Label each evaluation record with a number to identify the incident(s), exercise(s), or event(s) during which the trainee completed the PTB tasks. The evaluator should also write this number in the PTB column labeled “Evaluation Record #” for each task performed satisfactorily. This number enables reviewers of the completed PTB to ascertain the evaluators’ qualifications before signing off on the PTB.

***Evaluator’s name; Incident/office title and agency:*** List the name of the evaluator, his/her incident position or office title, and the evaluator’s home agency.

***Evaluator’s home unit address and phone:*** List evaluator’s home unit address and phone number.

***Name and location of incident or simulation/exercise:*** Identify the name (if applicable) and location where the trainee performed the tasks.

## Complete these items AT THE END of the evaluation period:

***Duration of EOC Activation:*** Enter approximately how long the EOC was activated / number of operational periods over the timeframe in which the trainee completed the tasks.

***EOC Activities:*** Enter a brief description of the major EOC activities involved in the activation (such as sheltering, public safety messaging, etc.)

***Evaluation period:*** Enter inclusive dates of trainee evaluation. This time span may cover several small, similar incidents.

***Recommendation:*** Check the appropriate line and make comments below regarding the trainee’s future development needs.

***Additional recommendations/comments:*** Provide additional recommendations and comments about trainee, as necessary.

***Date:*** List the current date.

***Evaluator’s initials:*** Initial here to authenticate your recommendations and to allow for comparison with initials in the EOC PTB.

***Evaluator’s relevant qualification:*** List your certification relevant to the trainee position you supervised.

The PIO:

1. Collects, verifies, prepares, coordinates, and disseminates community information to the public through the news media, radio, newspaper, and social media
2. Interfaces with the public, media, other agencies, and stakeholders to provide information and updates based on changes in incident status
3. Uses information from other members of the Incident Management Team (IMT), EOC staff, and general staff to develop accurate, accessible, and complete information on the incident’s cause, size, current situation, resources committed, and other matters of general interest for both internal and external audiences
4. Monitors public information to ensure accuracy
5. Provides active liaison and information sharing with elected and appointed officials
6. Establishes a Joint Information Center (JIC) and Joint Information System (JIS) as necessary
7. Interfaces with Public Information Officer (PIO) from other agencies and jurisdictions to ensure the release of accurate information to the public and media
8. Develops and implements a transition plan based on escalating incident complexity
9. Conducts public information and external affairs activities in complex and protracted operations involving Federal, state, and regional assets

**Emergency Operations Center (EOC) Skillset: Coordination and Individual Contribution**

Task Categorie**s:**

Complete common coordination and accountability tasks associated with all positions within the EOC

***Task Category:* Complete common coordination and accountability tasks associated with all positions within the EOC**

| **TASKS** | **CODE** | **EVALUATION RECORD #** | **EVALUATOR INITIALS AND DATE** |
| --- | --- | --- | --- |
| * + 1. Demonstrate understanding of EOC activation and operations, including how your function relates to other incident support activities:
			- Demonstrate general awareness of local risks and hazards
 | C, E, F, I, T |  |  |
| * + 1. Maintain positive, calm demeanor to promote a positive work environment.
 | E, F, I |  |  |
| * + 1. Demonstrate effective communication skills, such as the ability to translate technical jargon into plain language.
 | E, F, I, J |  |  |
| * + 1. Comply with relevant health and safety requirements.
 | E, F, I |  |  |
| * + 1. Demonstrate understanding of EOC Continuity of Operations (COOP), succession, emergency procedures, and safety guidelines.
 | C, E, F, I, T |  |  |
| * + 1. Participate in the EOC planning process.
 | E, F, I |  |  |
| * + 1. Participate in appropriate EOC meetings and briefings related to your assigned function.
 | E, F, I |  |  |
| * + 1. Follow general internal and external information flow processes:
* Demonstrate knowledge of information management systems, such as incident management software
 | E, F, I |  |  |
| * + 1. Manage essential elements of information and critical information requests in accordance with processes and procedures:
			- Follow EOC approval authorities
			- Properly handle Personally Identifiable Information (PII) and sensitive information
			- Provide proper documentation for record-keeping and accountability
			- Provide information for reports and leadership decisions
 | E, F, I |  |  |
| * + 1. Practice proper knowledge management processes and procedures:
			- File structures
			- Naming conventions
			- Archiving processes
			- Position logs
 | E, F, I |  |  |
| * + 1. Follow processes for resource requests, prioritization, deployment, tracking, reassignment, and demobilization.
 | E, F, I |  |  |
| * + 1. Participate in orderly transition of resources and processes from response to recovery.
 | E, F, I |  |  |
| * + 1. Transfer responsibilities upon completion of assignment:
			- Transfer to replacement, recovery personnel, or other responsible party
			- If necessary, shift responsibilities to a non-disaster/day-to-day job
 | E, F, I |  |  |
| * + 1. Participate in EOC training and exercises.
 | E, F |  |  |
| * + 1. Participate in after action review and improvement planning.
 | E, F, I, T |  |  |

**Emergency Operations Center (EOC) Skillset: Public Affairs Coordination**

Task Categorie**s:**

* Manage EOC-related efforts to provide information and warning to the public
* Advise the MAC Group, leadership, and personnel about public information and warning

***Task Category:* Manage EOC-related efforts to provide information and warning to the public**

| **TASKS** | **CODE** | **EVALUATION RECORD #** | **EVALUATOR INITIALS AND DATE** |
| --- | --- | --- | --- |
| * + 1. Demonstrate working knowledge of traditional media and social media.
 | E, F, I, J |  |  |
| * + 1. Collect and validate information:
			- Establish ways to collect information from the public
			- Analyze traditional media and social media for accuracy and critical communications needs
			- Validate information
			- Identify emerging trends and issues
 | E, F, I, J |  |  |
| * + 1. Coordinate with EOC situational awareness personnel for shared analysis of information.
 | E, F, I |  |  |
| * + 1. Handle Personally Identifiable Information (PII), Health Insurance Portability and Accountability Act (HIPAA) information, and other sensitive materials appropriately.
 | E, F, I, J |  |  |
| * + 1. Disseminate information using methods such as traditional media, social media, and public alert and warning systems.
 | E, F, I |  |  |
| * + 1. Manage media relations:
			- Establish and maintain lines of communication with the media
			- Schedule interviews
			- Create media briefing packets
			- Organize and lead media visits
 | E, F, I |  |  |
| * + 1. Coordinate news conferences and public briefings:
			- Prepare speakers
			- Engage interpreters
			- Follow up with media
 | E, F, I, J |  |  |
| * + 1. Coordinate VIP visits.
 | E, F, I |  |  |
| * + 1. Draft and obtain approvals for press releases, emergency announcements, educational flyers, safety tips, fact sheets, etc.
 | E, F, I, J |  |  |
| * + 1. Coordinate with internal and external stakeholders:
			- Attend meetings, as appropriate
			- Ensure development of internal talking points
 | E, F, I |  |  |
| * + 1. Ensure messages are accessible to all, including those with limited English proficiency, disabilities, and access and functional needs:
* Ensure accessibility and engage interpreters
 | E, F, I, J |  |  |
| * + 1. Establish contact with other EOC organizations and other public affairs personnel:
* Establish information-sharing priorities and processes
 | E, F, I |  |  |
| * + 1. Understand plans and procedures for Joint Information Center (JIC) and Joint Information System (JIS) operations:
			- Manage the JIC/JIS, as appropriate
			- Liaise with other JIC/JIS entities
 | E, F, I |  |  |

***Task Category:* Advise the MAC Group, leadership, and personnel about public information and warning**

| **TASKS** | **CODE** | **EVALUATION RECORD #** | **EVALUATOR INITIALS AND DATE** |
| --- | --- | --- | --- |
| * + 1. Advise the EOC Policy Group, leadership, and staff on potential issues and suggest means of addressing issues and managing public expectations.
 | E, F, I |  |  |
| * + 1. Recommend activation of public alert and warning systems such as the Emergency Alert System (EAS) and the Wireless Emergency Alerts (WEA) system, as appropriate.
 | E, F, I |  |  |
| * + 1. Advise on establishing the JIC and JIS.
 | E, F, I |  |  |
| * + 1. Develop and implement a public information strategy:
* Collect information from EOC personnel to develop and refine the strategy
 | E, F, I |  |  |

**Training Requirements / Pre-requisites**

1. Completion of EOC Direct Entry PTB
2. IS-0029: Public Information Officer Awareness
3. IS-702.a: National Incident Management System Public Information Systems
4. E/L/K 0105: Public Information Basics
5. E/L/K 0952: National Incident Management System Incident Command System All-Hazards Public Information Officer Course, or equivalent
6. G0191: ICS/EOC Interface
7. E/L/K 0388: Advanced Public Information Officer Course

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| --- |
| **TRAINEE NAME:** |
| **TRAINEE POSITION:** |
| **Evaluation Record Number:** |
| **Evaluator’s name:** |
| **Incident/office title and agency:** |
| **Evaluator’s home unit address and phone:** |
| **Name and location of incident or simulation/exercise:** |
| **Duration of EOC Activation:** |
| **EOC Activities:** |
| **Evaluation period:** |
| **Recommendation:**The above named trainee performed the initialed and dated tasks under my supervision. I recommend the following for this trainee’s further development: The trainee has successfully performed all required tasks for the position. The AHJ should consider the individual for certification. The trainee could not complete certain tasks or needs additional guidance. See comments below. Not all tasks were evaluated on this assignment. An additional assignment is needed to complete the evaluation. The trainee is severely deficient in the performance of tasks and needs further training prior to additional assignment(s) as a trainee for this position. |
| **Additional recommendations/comments:** |
| **Date:** |
| **Evaluator’s initials:** |
| **Evaluator’s relevant qualification:** |

|  |
| --- |
| **TRAINEE NAME:** |
| **TRAINEE POSITION:** |
| **Evaluation Record Number:** |
| **Evaluator’s name:** |
| **Incident/office title and agency:** |
| **Evaluator’s home unit address and phone:** |
| **Name and location of incident or simulation/exercise:** |
| **Duration of EOC Activation:** |
| **EOC Activities:** |
| **Evaluation period:** |
| **Recommendation:**The above named trainee performed the initialed and dated tasks under my supervision. I recommend the following for this trainee’s further development: The trainee has successfully performed all required tasks for the position. The AHJ should consider the individual for certification. The trainee could not complete certain tasks or needs additional guidance. See comments below. Not all tasks were evaluated on this assignment. An additional assignment is needed to complete the evaluation. The trainee is severely deficient in the performance of tasks and needs further training prior to additional assignment(s) as a trainee for this position. |
| **Additional recommendations/comments:** |
| **Date:** |
| **Evaluator’s initials:** |
| **Evaluator’s relevant qualification:** |

|  |
| --- |
| **TRAINEE NAME:** |
| **TRAINEE POSITION:** |
| **Evaluation Record Number:** |
| **Evaluator’s name:** |
| **Incident/office title and agency:** |
| **Evaluator’s home unit address and phone:** |
| **Name and location of incident or simulation/exercise:** |
| **Duration of EOC Activation:** |
| **EOC Activities:** |
| **Evaluation period:** |
| **Recommendation:**The above named trainee performed the initialed and dated tasks under my supervision. I recommend the following for this trainee’s further development: The trainee has successfully performed all required tasks for the position. The AHJ should consider the individual for certification. The trainee could not complete certain tasks or needs additional guidance. See comments below. Not all tasks were evaluated on this assignment. An additional assignment is needed to complete the evaluation. The trainee is severely deficient in the performance of tasks and needs further training prior to additional assignment(s) as a trainee for this position. |
| **Additional recommendations/comments:** |
| **Date:** |
| **Evaluator’s initials:** |
| **Evaluator’s relevant qualification:** |